

## CLAIMS

1           1. A system for managing computer system performance, comprising:  
2           a user system, comprising:  
3           a workstation;  
4           at least one peripheral device in communication with said workstation;  
5           at least one software application executable by said workstation;  
6           a consolidated monitoring tool executable by said workstation; and  
7           a database storing information relating to products installed on said user system;  
8           and  
9           a communications link for allowing said user system to communication with a  
10          vendor system; wherein  
11          said consolidated monitoring tool performs diagnostics, tuning, and configuration  
12          services to said user system.

1           2. The system of claim 1 wherein said consolidated monitoring tool includes:  
2           a system monitor application; and  
3           an Internet connector application.

1           3. The system of claim 2, wherein said system monitor application receives data  
2           from said Internet connector application for use in providing configuration services.

1           4. The system of claim 2, wherein said Internet connector application gathers  
2           information relating to a product installed on said user system via an Internet connection  
3           to a vendor system associated with said product.

1           5. The system of claim 4, wherein said Internet connector application builds a  
2           database based upon said information gathered and stores said information in said  
3           database.

1           6. The system of claim 5, wherein said information relating to said product  
2 includes:  
3           product name;  
4           product version;  
5           product alert; and  
6           vendor contact information.

1           7. The system of claim 1, wherein said consolidated monitoring tool determines  
2 optimum performance values for said user system and configures said user system in  
3 accordance with said optimum performance values.

1           8. The system of claim 1, wherein said consolidated monitoring tool performs  
2 said diagnostics via:  
3           retrieving a detailed description of an error encountered by said user system; and  
4           presenting said detailed description to said user system.

1           9. The system of claim 1, wherein said consolidated monitoring tool performs  
2 said diagnostics via:  
3           retrieving a list of action items from said database; and  
4           presenting said list to said user system.

1           10. The system of claim 1, wherein said consolidated monitoring tool performs  
2 said diagnostics via:  
3           retrieving connection information relating to a vendor associated with an error  
4 encountered on said user system; and  
5           connecting to said vendor;  
6           retrieving corrective actions from said vendor; and  
7           displaying said corrective actions for said user system.

1           11. The system of claim 1, wherein said diagnostics, said tuning, and said  
2 configuration services are performed automatically by said consolidated monitoring tool.

1           12. A method for managing computer system performance, comprising:  
2           querying a user system for an inventory of all installed components upon  
3 installation of a new component;  
4           building a database of information relating to said installed components;  
5           extracting data relating to said new component and vendor;  
6           connecting to said vendor's web site using said data;  
7           retrieving product information relating to said new component;  
8           verifying requirements of said new product against existing installed  
9 components; and  
10          configuring said user system based upon said verifying said requirements.

1           13. The method of claim 12, wherein said installed components include:  
2 software;  
3 hardware; and  
4 peripheral devices.

1 14. The method of claim 12, wherein said database of information includes:  
2 product name;  
3 product release level;  
4 product maintenance level; and  
5 contact information for said vendor.

1 15. The method of claim 12, wherein said product information includes:  
2 product alerts;  
3 product maintenance level;  
4 current message translation tables; and  
5 diagnostic information.

1 16. The method of claim 15, wherein said message translation table includes:  
2 warning flags;  
3 error symptom strings;  
4 expanded text; and  
5 wizards.

1 17. The method of claim 12, wherein said verifying requirements includes  
2 determining available memory.

1 18. The method of claim 12, wherein said configuring is automatically  
2 performed.

1 19. The method of claim 12, wherein said configuring is manually performed.

1           20. A method for managing computer system performance, comprising:  
2           monitoring activities occurring on an executing application;  
3           upon encountering an error, intercepting said error, wherein:  
4           if said error is minor:  
5           searching a database for said error;  
6           displaying a corresponding explanation of said error for a user via translation  
7           tables in said database; and  
8           displaying a corresponding set of action items for resolving said error or  
9           preventing a future occurrence of said error; and  
10          if said error is severe:  
11          providing a detailed explanation of said error;  
12          providing an explanation of a recovery plan underway to correct said error; and  
13          connecting to a vendor for further assistance.

1           21. A storage medium encoded with machine-readable computer program code  
2           for managing computer system performance, the storage medium including instructions  
3           for causing a computer to implement a method, comprising:  
4           querying a user system for an inventory of all installed components upon  
5           installation of a new component;  
6           building a database of information relating to said installed components;  
7           extracting data relating to said new component and vendor;  
8           connecting to said vendor's web site using said data;  
9           retrieving product information relating to said new component;  
10          verifying requirements of said new product against existing installed  
11          components; and  
12          configuring said user system based upon said verifying said requirements.

1           22. The storage medium of claim 21, wherein said installed components include:  
2           software;  
3           hardware; and  
4           peripheral devices.

1           23. The storage medium of claim 21, wherein said database of information  
2           includes:  
3           product name;  
4           product release level;  
5           product maintenance level; and  
6           contact information for said vendor.

1           24. The storage medium of claim 21, wherein said product information includes:  
2           product alerts;  
3           product maintenance level;  
4           current message translation tables; and  
5           diagnostic information.

1           25. The storage medium of claim 24, wherein said message translation table  
2           includes:  
3           warning flags;  
4           error symptom strings;  
5           expanded text; and  
6           wizards.

1           26. The storage medium of claim 21, wherein said verifying requirements  
2           includes determining available memory.

1           27. The storage medium of claim 21, wherein said configuring is automatically  
2 performed.

1           28. The storage medium of claim 21, wherein said configuring is manually  
2 performed.

1           29. A storage medium encoded with machine-readable computer program code  
2 for managing computer system performance, the storage medium including instructions  
3 for causing a computer to implement a method, comprising:

4           monitoring activities occurring on an executing application;  
5           upon encountering an error, intercepting said error, wherein:

6           if said error is minor:

7           searching a database for said error;

8           displaying a corresponding explanation of said error for a user via translation  
9 tables in said database; and

10          displaying a corresponding set of action items for resolving said error or  
11 preventing a future occurrence of said error; and

12          if said error is severe:

13          providing a detailed explanation of said error;

14          providing an explanation of a recovery plan underway to correct said error; and

15          connecting to a vendor for further assistance.